

# **AIRDS HOTEL AND RESTAURANT**

**Covid 19 – Precautions and Preparations**

**Our Commitment to you**

**Welcome Back**

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## **TAKING CARE OF *our guests and staff***

Taking care of you is what we're here for .....

Welcoming back guests to Airds has never been far from our minds and the health and well-being of our guests and staff has always been at the forefront of our decision making.

There will of course be some changes to the way in which we operate in order to provide both you, our guests and our staff members, with the absolute confidence that we are doing everything we can to keep you safe but also in a relaxed atmosphere appreciating that you are on holiday. We are implementing social distancing measures as far as possible, introducing additional cleansing and health and safety protocols for as long as is required, whilst still providing the warm, friendly service that is the very essence of all that is good at Airds.

Our protocols inside include, but are by no means limited to:

- **Enhanced Cleanliness and Sanitisation**
- **Guest Bedroom Sanitisation**
- **Social Distancing**
- **Restaurant**
- **Communication**
- **Team safety**



## ***Enhanced*** CLEANLINESS AND SANITISATION

**We will be improving and extending our already in depth set of cleaning procedures across both guest areas and staff back of house.**

**All visitors to the hotel will find increased hand sanitisation facilities, an increase in public area cleaning protocols and a thorough audit process to ensure that all new regimes are being implemented.**

**All staff will have their temperature checked on arrival for their shift and the results will be recorded.**

**PPE will be provided to team members including face masks, disposable gloves and additional uniform supplies, which will be washed at the hotel to ensure each item is clean at the start of every shift.**

**Leaflets, magazines and publications will no longer be available for guests to use. Instead these items will be kept behind reception and can be provided on request for your own personal use.**

**All team members will undergo in depth training around our new health and hygiene protocols before the hotel re-opens.**



## **GUEST BEDROOM *SANITISATION***

**We endeavour to leave rooms vacant for as long as possible before arrival of the next guest but we will be using an electrostatic sprayer to deep clean all hard and soft surfaces, a proven disinfectant tool that safely kills airborne germs.**

**Ensure all laundry is washed at temperature of 60 degrees or more which has been proven to kill any trace of the virus.**

**Where relevant guest amenities will be replaced with single use items (some on request) to minimise cross contamination –I am sorry to say that Hamish will be taking a holiday for the time being.**

**A tea/coffee tray will continue to be provided on request for your enjoyment.**

**We will ensure that all packaged items will have been sanitised and replaced between guests, even if it does not seem to have been used.**



## ***Social*** DISTANCING

**It is the social responsibility of every business, and all of us individuals, to respect government guidelines in this area and to ensure we are respectful of the needs and concerns of other individuals.**

**Our team members will be available to escort guests to their bedrooms if requested and will be able to provide as much, or as little, interaction as required by each individual guest within government guidelines.**

**Our staff will be trained to give way and space to guests in corridors and where space is more limited.**

**Seating areas will be rearranged to create the recommended spacing between guests.**

**The first lounge has been converted to a second small dining area to allow for the required social distancing between tables.**



## ***OUR RESTAURANT***

**Social distancing measures will be implemented when allocating tables in our now two restaurants or the conservatory.**

**Dinner - Guests will be asked to be seated at their allocated dining time. Unfortunately, late arrivals will have to then be seated after all other guests, therefore we respectfully request strict adherence to booking times in order to accommodate safe seating. Guests will be asked to pre-order their dinner choices by 5pm that evening.**

**Airds has never served a buffet breakfast, always preferring the true art of hospitality with table served at breakfast and we will continue to do so.**

**Room service breakfast is available and any applicable tray charges have been removed until further notice.**

**Menu's will have a choice of 2 starters, 2 mains and 2 desserts and the menu will be changed every day consecutively for three days. If you are staying longer than 3 days then the chef would be very happy to discuss further menu choices with you.**

**We hope that our menu and our wine list will be available on a newly created Airds App. For those guests however who do not wish to use the app, we shall introduce single use paper menus.**

**For guests that wish to enjoy the delicious menu and wine list in the comfort of their own room then we are pleased to advise that we will no longer be charging a tray charge for any room service orders.**



## *Our* COMMUNICATION

**Airds commits to ensuring the most up to date information on our services and protocols will be available on our website and that all guest-facing team members will be fully trained on all protocols. Protocols may change in line with new government guidelines.**

**We will endeavour to ensure that all relevant information is included in our updated confirmation email and letters. My team is on hand to answer any questions or additional queries you may have. Just contact us on [airds@airds-hotel.com](mailto:airds@airds-hotel.com) or call us on +44 (0) 1631 730236**



## **TEAM *Safety***

As relaxing and comfortable as Airds may be, it is nothing without the team of dedicated staff on site to look after our guests, creating memories, delicious dining experiences and magical moments.

It is critical to us that our team feel safe and secure in their working environment and to this effect we are introducing a wide number of health and safety measures to ensure their ongoing wellbeing.

- All staff will have their temperature checked on arrival for their shift.
- PPE will be provided to team members as appropriate including masks, disposable gloves and visors if they prefer.
- Additional hand washing procedures will be introduced to every department and to every shift.
- A Perspex screen has been installed at reception.
- Staff will be provided with individual lunch bags to collect.

## ***FINALLY***

I, as the General Manager am responsible for all aspects of our 'COVID-19 Secure' operating plan. You can contact the Duty Manager at any time prior to, and during your stay, should you have concerns related to this or any other matter and if he/she is not able to answer your queries they will automatically and immediately refer it up to myself.

My team here at Airds are all hoteliers at heart and they have all chosen their different careers based on their desire to ensure that you, our guest, have a wonderful stay with us. Therefore many of these measures go against everything I and my staff have been taught as a professional luxury hotelier. For example it goes against the grain for guests to see housekeepers visibly cleaning all the time, not being able to see our staff's lovely smiles and trying to separate our guests from each other rather than bringing them all together.

However, we hope that you appreciate that these are strange times and whilst we will be following all our new procedures to keep you safe, we will also ensure that your stay at Airds continues to offer you the personal and friendly service we are known for and our normal genuine warm welcome.

**THANK YOU SO MUCH FOR YOUR CONTINUED SUPPORT AND WE VERY MUCH LOOK FORWARD TO WELCOMING YOU BACK TO AIRDS OR IF THIS IS YOUR FIRST TIME WE LOOK FORWARD TO EXTENDING OUR VERY WARM WELCOME, ALTHOUGH AT A SOCIALLY ACCEPTABLE DISTANCE!**

**Robert McKay  
General Manager**